

USER MANUAL



Faffing about disrupts the Creative Flow.

The Crow Hill Company thanks you for your purchase. Designed by professional composers with the sonic connoisseur in mind.

Our Rack plug-in gives you professional engineering results without interrupting the music making progress. Specifically designed for particular instrument types, we have curated the zeitgeist into a signal path that is easy to use, and impossible to use badly!

We're a small team and have worked hard to make everything as intuitive as possible. Our hope is this user manual can offer further help to best explain how to install and use our plugin.

In order to help you make music, your music, we have taken time to make this affectionate user manual get the best out of your purchase.

However if you find yourself still stuck with anything we have a great set of FAQ and videos at:

thecrowhillcompany.com/faqs

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INSTALLATION



1. Getting The Installer

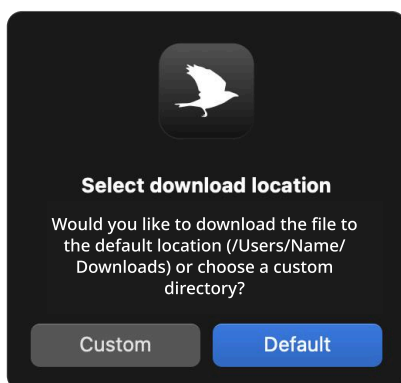
Each instrument has a dedicated download utility to assist in downloading each instrument's installer. This download utility (e.g. The Vertical Piano Downloader) is only a few megabytes in size and can be found directly from the product page or in your customer account on thecrowhillcompany.com

2. Opening The Downloader

Once downloaded, navigate to your download folder to open the utility. If on macOS this will be a .zip file that needs to be opened to show the .app and on Windows a .exe file.

Once you have opened the utility it will ask you to choose a desired download location.

By default, this will be your Download folder, but if you are low on system disk space you can choose to download to an external drive.

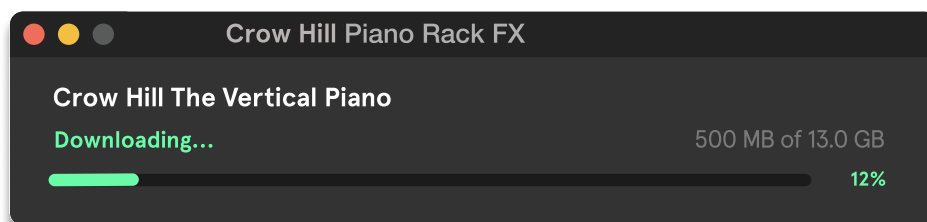


3. Downloading

Once opened the download utility will automatically download the instrument installer and open/mount the installer file.

!! What if the download has been completed and the installer files have not automatically opened after several minutes?

In this rare case, you can locate them in your chosen download location and open them directly by clicking on the file.





4. Installing

The installer has on-screen instructions to guide you through the process.

By clicking continue you are shown the End-User Licence Agreement. To install and use Crow Hill products this agreement should be read and agreed to. This agreement can be saved for your records and can be found in each instrument's user manual. Clicking Agree will take you to the next stage. Clicking Disagree will end the installation process.

5. Choosing A Sample Location

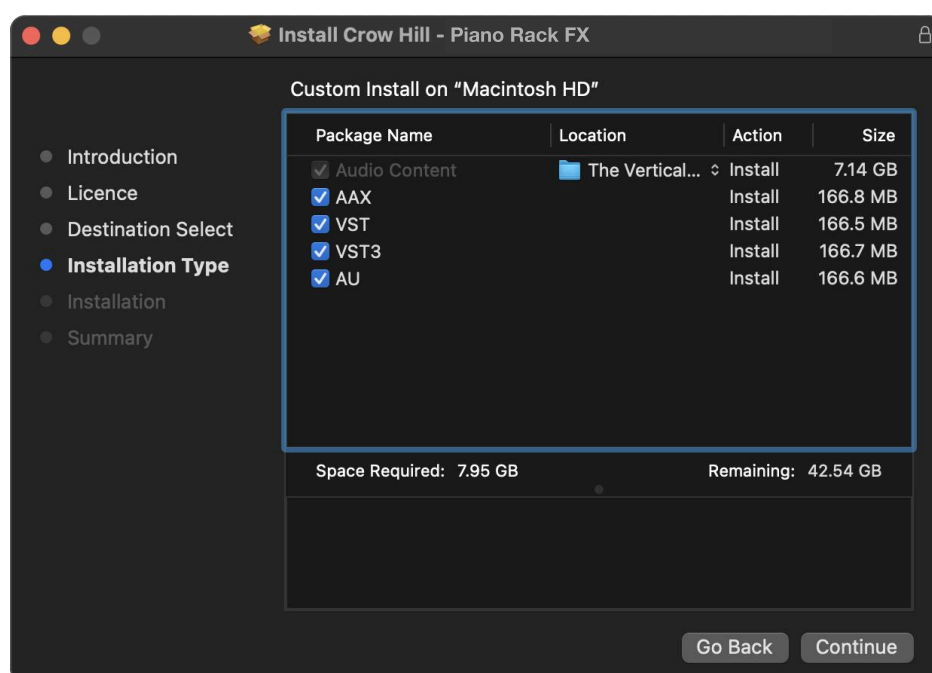
When installing your instrument, you will be presented with the option to select an install location for the audio content (.blob) and to de-select unrequired plug-in formats.

The default install location for the audio content is your system drive. For smaller products, this is perfectly fine. However, if you are running low on disk space you may install your instrument on an external drive. Select your desired location from the dropdown menu and proceed as instructed.

6. Choosing Required Plug-In Formats

If you only require a specific format (e.g. AU) then de-selecting other formats is a great way to save on disk space.

If you are unsure what plug-in format your D.A.W (Digital Audio Workstation) requires, we suggest installing them all to ensure maximum compatibility. By default, all formats are pre-selected.





7. Confirming space

After clicking Continue the next screen confirms the amount of system disk space the installation will require. This is a great time to double-check you are only installing the formats you require and if you want to use an external drive or not. To make changes to your previous selection simply select "Go Back".

8. Time To Install

Once you are happy to proceed click "Install".

Your operating system will then ask you to enter login credentials.

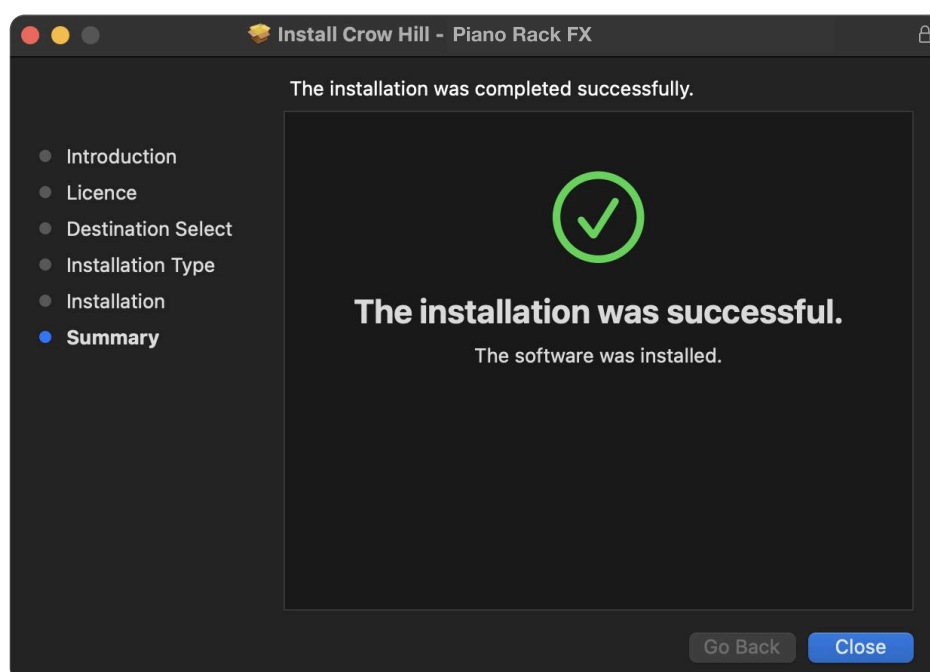
As the installer runs you will see onscreen progress. This process should only take several minutes with an estimated time presented throughout.

9. Next Steps

After a successful install your computer will ask you (macOS) whether you want to keep the installer or move it to your bin.

We suggest keeping a backup of all installers so, if needed you can use them again without having to re-download.

You are now ready to load up your favourite audio workstation, create a new instrument track, find the Crow Hill folder and load your new Plug-In.

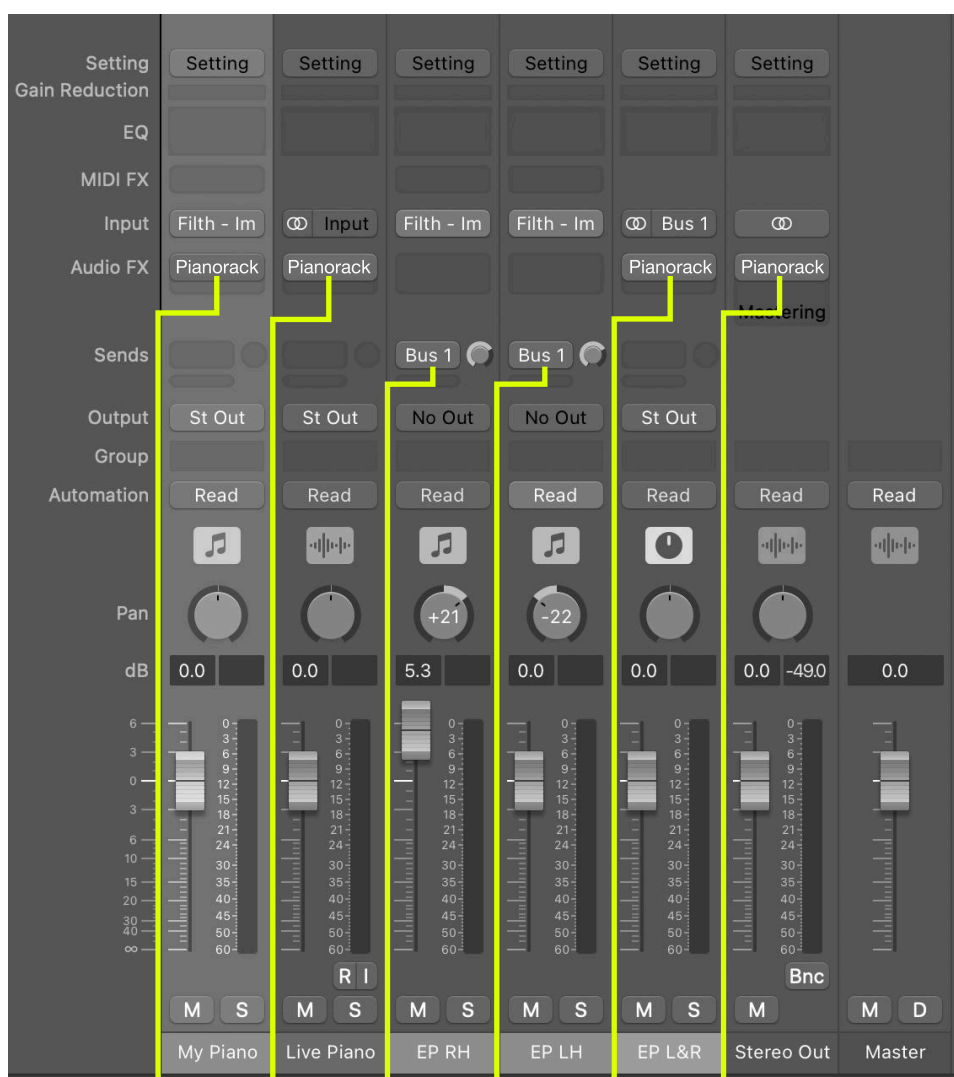


QUICK START

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Our RACKS plugins work like any other audio plug-in. Once installed simply load into a spare insert bay of either your instrument track, audio track, auxiliary, bus or master track. (NB different DAWs may use different terminology here). PIANO RACK FX will work with any software instrument regardless of who made it. Whilst this RACK is designed with pianos in mind, it also works great on guitars, tuned percussion, or anything plucked. If you're feeling adventurous try it on busses, even the master bus to give your whole mix a taste of Crow Hill! Here's some different examples in Logic Pro.



This electric piano track has pianorack loaded into one insert bay (or Audio FX slot as logic refers to it).

These two electric piano tracks are being outputted via bus 1.

Here pianorack has been loaded into an audio fx insert slot on the entire mix.

This Live Piano audio track has pianorack loaded into another audio FX insert.

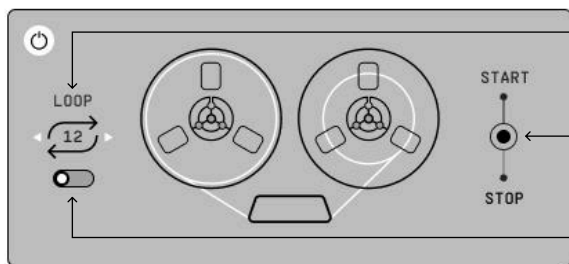
This auxilliary track receives signal via bus 1. So EP RH and EP LH will play through it. Pianorack is loaded into the auxilliary's inserts.

RACKS 1 AND 2

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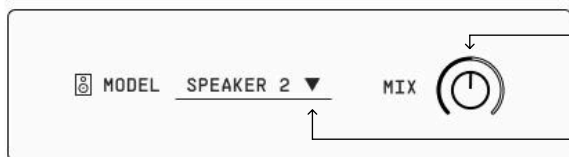
TAPE



LOOP LENGTH - Determines length of tape loop.

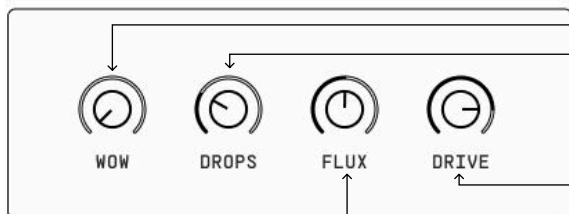
START / STOP - Enables you to create start / stop tape effects.

LOOP - Switches the loop function on and off.



MIX - Control over the mix of the processed signal.

MODEL - A dropdown to select the emulated speaker type.

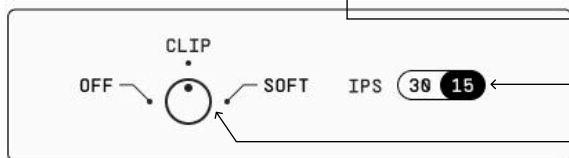


WOW - A control to increase the amount of slow pitch variations.

DROPS - A control to increase the intensity of variations in volume.

DRIVE - Control over distortion of the signal when CLIP/SOFT is active.

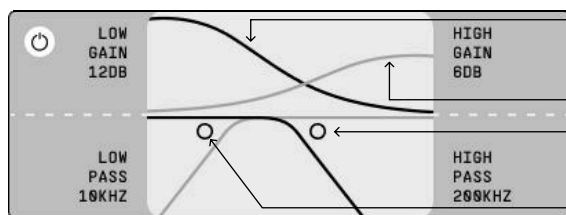
FLUX - Control over the frequency of random start and stop pitch effects or "snags"



IPS - (Inches per second) Tape speed also subtly alters the overall quality.

BIAS - Control over an internal effect modelling the effects of lower voltages resulting in distortion-based artefacts.

MASTER

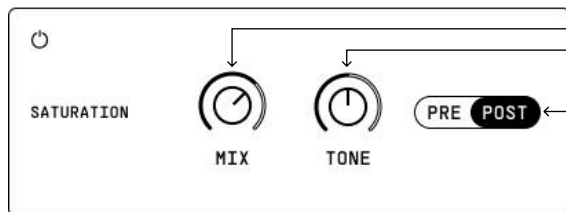


LOW GAIN - Boosts/reduces low end frequencies.

HIGH GAIN - Boosts/reduces high end frequencies.

LOW PASS FILTER - Drag this nubbin to desired cut frequency.

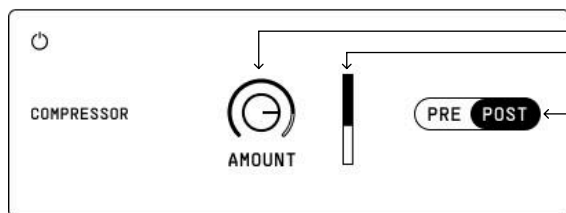
HIGH PASS FILTER - Drag this nubbin to desired cut frequency.



MIX - Adjusts amount of saturation applied to signal.

TONE - Adjusts amount of filtering to the saturated signal.

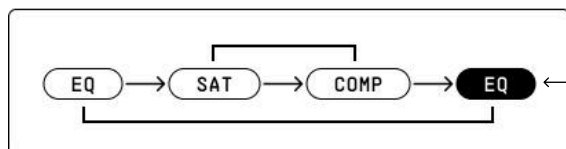
PRE/POST - Adjusts whether the processing is placed before or after the included effects.



AMOUNT - Adjust how much your signal is compressed.

INDICATOR - A visual display of how much your signal is being compressed.

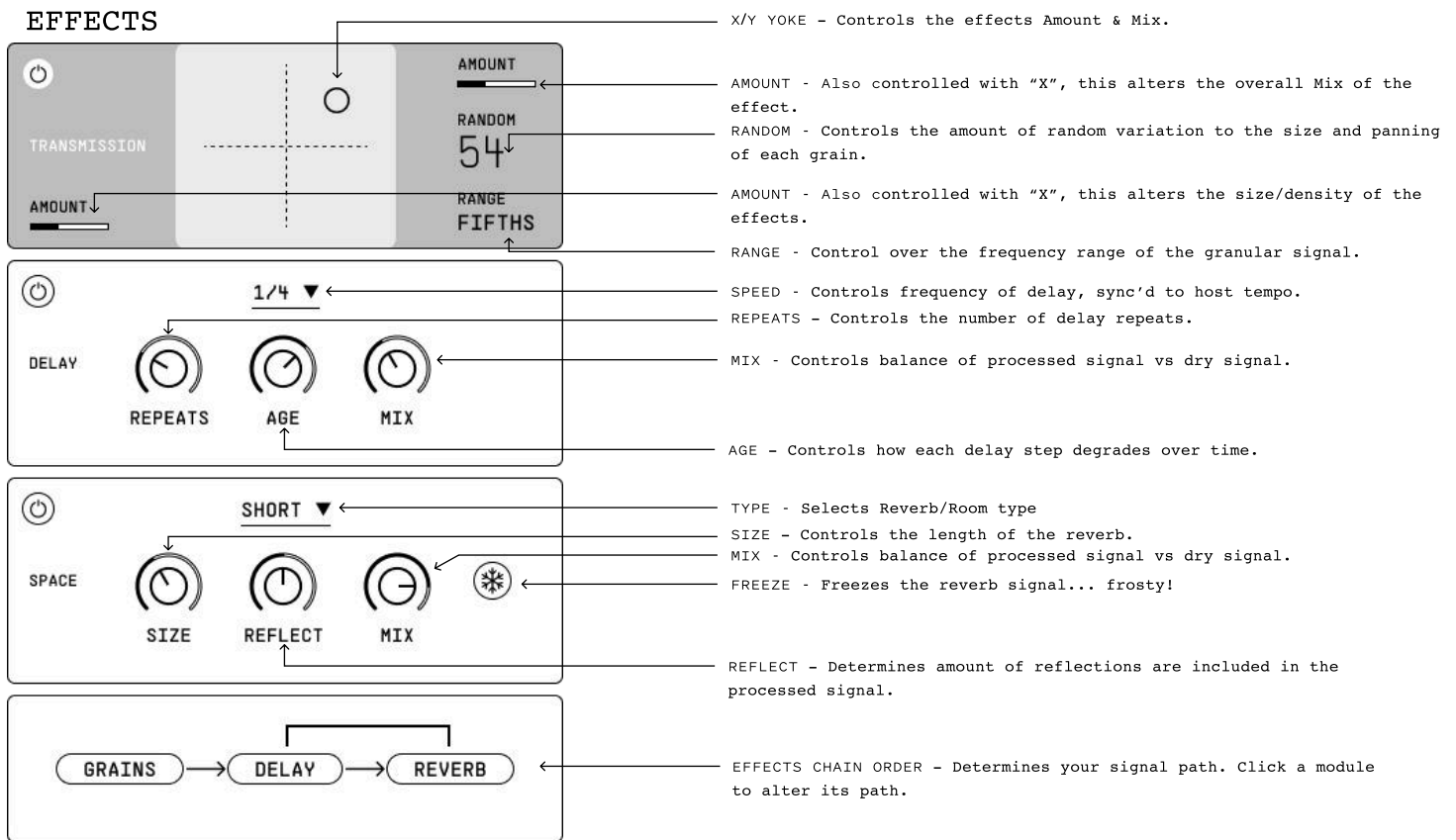
PRE/POST - Adjusts whether the processing is placed before or after the included effects.



EFFECTS CHAIN ORDER - Determines your signal path. Click a module to alter its path.



EFFECTS



TROUBLESHOOTING



I Can't Hear Anything!

As much as we all love John Cage, we are sure you want to hear your instrument. Included in each instrument are a few utilities that can be used to diagnose some likely causes.

Each plug-in has a combination of ways to control the overall volume.

- Ensure Expression (CC11) is at its maximum value.
- If included, check that the mixer controls are not set to -Infinity or muted (m).
- Check that your Master Output Volume is not set to its minimum value (-Infinity).

This can be quickly checked by looking at the Volume Meter, which should be moving while sound is passing through your instrument.

Still no luck?

If you have tried the above and still hear nothing, the onscreen MIDI keyboard can be directly played by Left-Clicking a piano key in the user interface.

If you can now hear the instrument then the issue is likely the connection between your MIDI keyboard and your workstation's associated track.

Ensure there are no loose connections, triple-check your MIDI input settings, and remember to arm your track.

Help! My Plug-In's interface is entirely blank.

Don't worry. Looks can be deceiving, this means the plug-in is unable to locate the audio (.blob) files.

Ensure your external drives are connected and restart your digital audio workstation (D.A.W).

Unable to locate your .blob files, lost track of where you installed them, or had the misfortune of misplacing a drive? Simply re-run the installer to be up and running in no time.

We recommend frequent back-ups of your system, as well as archiving your instrument installer files to ensure a speedy recovery should it ever be needed.

How Do I Relocate My Instruments Audio Files?

The simplest way to relocate your instrument's audio files (.blob) is to delete the previous files (where you previously installed your .blob's) and re-run the installer, selecting the newly desired install location.

This ensures no files are accidentally removed and will automatically overwrite any pre-existing instrument files.

CREDITS

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Piano Rack FX wouldn't be possible if it wasn't for the efforts of these amazing, talented and generous individuals.

Development:Calum Minuti-Goold
UI Design:Prokopi Constantinou
Tech Stack:Stephen Tallamy
User Manual:Christian Henson
Preset Design:Kieran Greig

But most of all, without you, no Crow Hill!!! So thanks to you above all else!

USER LICENSE AGREEMENT (ULA)

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14. No Partnership. Your use of the Product and/or the Content creates no partnership, client, fiduciary or other professional relationship.

15. Entire Agreement. This Agreement constitutes the entire agreement between the parties on the subject matter hereof. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this Agreement.

16. Force Majeure. We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations hereunder that is caused by events outside our reasonable control including but not limited to: natural disasters (fire, storms, floods), governmental or societal actions (war, invasion, civil unrest, labour strikes), infrastructure failures (transportation, energy, electricity), or any epidemic or pandemic.

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20. Law and Jurisdiction. This Agreement shall be governed by and construed in accordance with the laws of England and any disputes shall be subject to the exclusive jurisdiction of the Courts of England.

21. Contacting Us. If you have any questions, please contact us at www.thecrowhillcompany.com/faqs